

OCT 15 2003

ATTORNEY DOCKET NO.

873897.0132

PATENT APPLICATION

10/649,043

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Franklin et al.

Serial No. 10/649,043

Filing Date: August 18, 2003

Title: *System and Method for Customized Intelligent Contact Routing*

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING
BY EXPRESS MAIL

I hereby certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to Commissioner For Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Willie Jiles

Willie Jiles

Date: October 14, 2003.

Exp. Mail Receipt No. EV 324626415 US

Dear Sir:

Information Disclosure Statement

Under 37 C.F.R. §§ 1.56, .97, and .98, Applicants respectfully request that the references listed in the attached PTO-1449 form be considered and cited in the examination of the Application. The present Application was filed after June 30, 2003. Therefore, under the July 11, 2003, waiver of 37 C.F.R. § 1.98(a)(2)(i) by the U.S. Patent and Trademark Office, copies of U.S. Patents and U.S. Patent Application Publications listed in the attached PTO-1449 form are not enclosed. Copies of all other references are enclosed for the convenience of the Examiner.

This Information Disclosure Statement has been filed before the mailing of a first Office Action on the merits. Therefore, Applicants believe no fees are due. Nonetheless, the Commissioner is hereby authorized to charge any fee and credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

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Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants

A handwritten signature in black ink, appearing to read 'JB Johnson', with a long horizontal flourish extending to the right.

Jay B. Johnson
Reg. No. 38,193

Date: October 14, 2003.

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10/649,043Applicant(s)
Franklin, et al.Docket Number
073897.0132Group Art Unit
UnassignedFiling Date
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U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,953,406	09/14/1999	LaRue et al.	379	265	05/20/1997
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						
	K						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	L							
	M							
	N							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	O		
	P		
	Q		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE